



# State of New Hampshire

## DEPARTMENT OF ADMINISTRATIVE SERVICES BUREAU OF EMERGENCY COMMUNICATIONS

James H. Hayes Building  
10 Hazen Drive, Room 105  
Concord, New Hampshire 03305

Bruce G. Cheney, ENP  
*Executive Director*

Peter A. DeNutte, ENP  
*Assistant Director*

### BUREAU OF EMERGENCY COMMUNICATIONS

**MARCH 5, 2002**

#### COMMISSION MEETING

Enhanced 9-1-1

#### Commission Members:

Douglas Aiken, Chairman  
NH Assoc. of Fire Chiefs

Thomas Powers, Vice-Chair  
NH Assoc. of Police Chiefs

William Wood, Secretary  
NH Division of EMS

Douglas Patch  
NH Public Utilities Comm.

Paul Violette  
NH Telephone Association

George Landry  
NH Fed. of Fire Mutual Aids

Jill Healey-Wurm  
Bell Atlantic

David Caron  
NH Municipal Association

George Valliere  
NH Police Officer

Major Fred Booth  
NH Dept. of Safety

Sheriff James D. Linehan  
NH Sheriff's Association

Richard Bernard  
Public Member

David Lang  
NH Firefighter

**PRESENT:** Douglas Aiken, Chairman NH Association of Fire Chief's  
James Linehan, Vice Chair NH Sheriff's Association  
William Wood, Secretary NH Bureau of EMS  
George Landry NH Federation of Mutual Aids  
Richard Bernard Public Member  
Jill Healey Wurm Verizon  
Paul Violette NH Telephone Association  
David Caron NH Municipal Association  
Kathryn Bailey NH Public Utilities Commission

**ABSENT:** David Lang NH Firefighters  
Bradley Russ NH Association of Police Chief's  
George Valliere NH Police Officer  
Frederick Booth NH Department of Safety

**OBSERVERS:** Bruce G. Cheney Executive Director, NHBEC  
Peter DeNutte Assistant Director, NHBEC  
Sean Goodwin Engineering Tech. V., NHBEC  
Richard Fowler Operations Supervisor, NHBEC  
Bobby Silvestriadis EMD Coordinator, NHBEC  
Wanda Hemeon Informational Rep., NHBEC  
Jack O'Connor Public Education Officer, NHBEC  
Robert Brown IT Manager, NHBEC  
Marc Jolin Technical Specialist II, NHBEC  
Mike Geary Training Coordinator, NHBEC  
Jesse Rowell Verizon  
Jack Depeza Verizon  
Kelley Noel Administrative Secretary, NHBEC

The Commission meeting held at the Dwinell Building in Laconia, NH was called to order at 11:34 a.m. by Chairman Douglas Aiken.

**1. Approval of the minutes for the November 2, 2001 meeting.**

**Chairman Aiken called for the approval of the minutes for November 2, 2001. Commissioner Landry motioned for approval. Commissioner Caron seconded the motion. Unanimously approved.**

**OLD BUSINESS**

**2. Director's Report**

**2.A. Report on the FY02 budget**

a. Director Cheney reported the FY02 Budget is in good shape. The Director reported James Savage, Audit Supervisor, has resigned and the budget reports are now being done by Patricia Magoon and Kelley Noel pending a replacement for the Audit Supervisor's position. The Director explained the budget reports are being modified to hopefully be more user friendly.

Commissioner Bailey arrived at 11:40 a.m.

**2.B. Report on surcharge receipts**

a. The Director reviewed the surcharge reports that were sent to each Commissioner in their agenda packet. The Director expressed his belief that the surcharge may require an increase in order to meet the needs of the FY03 budget. The Director expressed his concern that if the Legislators take the Bureau's non lapsed funds then there will be a larger increase in the surcharge due to the expenses of the new five-year contract costs for Network and CPE.

b. The Director reported that Patricia Magoon is aggressively working on getting the cellular companies to pay their surcharges. The Director explained that he will be scheduling a meeting with Verizon to determine which cellular reseller companies' surcharge receipts are being paid through Verizon.

**2.C. Report on Mapping/Addressing**

a. The Director reported that the Bureau has made arrangements with the Forest and Land Department to pay wages to their employees to map dirt roads and trails in the North Country. The Director reported there has been over 600 miles of GPS

data collected by these temporary employees who are using a snow machine rented by the Bureau.

b. Sean Goodwin, Engineering Technician V, reported eight communities have accepted the address conversion packages and these packages have been forwarded to the United States Postal Service and Verizon for implementation.

c. Mr. Goodwin reported that the interstate road and sign collection has been completed and forwarded to State Police.

d. The Director reported that the Bureau has hired a Temporary Programmer who is developing software for the Mapping unit that should improve the efficiency of collecting data in the field and assist in TN data conversion.

## **2.D. Report on remote ANI/ALI**

a. Robert Brown, IT Manager, provided a copy of the Remote ANI/ALI CAD report to the Commissioners. He stated that every local agency who has requested data is receiving it. Those agencies remaining are either not ready or their CAD vendor has not contacted us to provide data.

### **2.D.1. Report on installs**

a. Mr. Brown reported that the Office of Emergency Management has been installed.

## **2.E. Report on Phase II**

a. Peter DeNutte, Assistant Director, reported that the FCC has not made any determination on how the location information will be delivered on cellular Location. Mr. DeNutte reported that the Bureau of Emergency Communications PSAP is prepared to accept Cellular Location regardless of what method a cellular company chooses.

b. Mr. DeNutte said the Bureau is in the process of mailing a Phase II letter to the cellular companies that shows the guidelines of how to become Phase II compliant.

c. Marc Jolin, Technical Specialist II reported that he has been in contact with all cellular companies to become Phase II compliant. Mr. Jolin provided copies of the guidelines for Phase II to the Commissioners

## **2.F. Report on PSAP operations**

- a. Richard Fowler, Operations Supervisor, explained that things are going well in the PSAP.
- b. Mr. Fowler reported that the policies and procedures manual has been updated and the Division of Personnel is reviewing it at this time.
- c. Mr. Fowler reported that the Bureau has received the uniform shirts and they are being issued to Supervisors and Telecommunicators. Mr. Fowler explained he has received positive feedback on the shirts.

### **2.F.1. Report on hiring personnel**

- a. Mr. Fowler reported the Bureau has received a substantial increase in applications for Telecommunications Specialist. Mr. Fowler explained that out of 28 applications the Bureau has hired 12 Telecommunications Specialists to begin employment on March 22, 2002.

## **2.G. Report on EMD**

- a. Bobby Silvestriadis, EMD Supervisor, reported the core course for new Telecommunicators has increased from 3 days to 5 days to ensure new hires are prepared when going into the PSAP.
- b. Mr. Silvestriadis reported data is being collected to meet the accreditation in June.

### **2.G.1. Quality Improvement Summary Reports**

- a. Mr. Silvestriadis briefly discussed the EMD compliance reports.
- b. Mr. Silvestriadis reported that the Bureau is above the national standards for EMD compliance.
- c. The Director explained that the Bureau of Emergency Communications is working on amending a memorandum of agreement that Steve L'Heureux would be working under the Bureau of EMS. The Director explained it would be in the best interest of the Bureau of Emergency Communications and Mr. L'Heureux that he work directly for the NH EMS Medical Control Board. The Director asked if anyone saw a problem with that change to the memorandum of agreement.

## **2.H. Status of training**

- a. Mike Geary, Training Coordinator, reported that in November the Supervisors went through a four day training course. Mr. Geary explained that the training was successful and the Bureau will continue doing this training.
- b. Mr. Geary reported that Mr. Fowler and Kelly Grant have graduated from the 1-year certified supervisor's program through the State of New Hampshire and 3 more supervisors need one more class to complete this program.
- c. Mr. Geary reported that the trainers are spending more time at dispatch centers assisting the administrators with the CAD system on setting up zones and sub-zones.
- d. Mr. Geary explained March 25, 2002 will begin the training for the new hires and should end sometime in June.

## **2.I. Report on progress with CAD/ANI/ALI Installs Training**

- a. Mr. DeNutte reported that the New London dispatch center has been installed and the dispatchers are currently being trained.
- b. Mr. DeNutte explained continuing education is still being offered by the Bureau.

## **2.J. Status of rule making**

- a. Mike Geary reported the 500 rules are being drafted for the surcharge receipts and the funding of the Bureau. Chairman Aiken requested that the Commissioners be provided with a booklet of the rules. Mr. Geary reported he will send Commissioners copies of the rules as they are accepted.

## **2.K. Status of Public Education**

- a. Jack O'Connor, Public Education Officer, reported that he has been receiving positive feedback from organizations that he has visited.

### **2.K.1 Update of recent appearances**

a. Mr. O'Connor reported that he has attended the Access Expo of Northern New England at the Center of NH and Notre Dame College for the NH Commission for the Deaf and Hard of Hearing. Mr. O'Connor explained he has done several other presentations .

### **2.K.2 Report on upcoming presentations**

a. Mr. O'Connor reported he is scheduled to appear at the Manchester Chapter and Nashua Chapter of the American Red Cross in April. Mr. O'Connor reported that he is still actively attending schools and he is receiving requests from agencies that would like for him to do presentations.

### **2.L. Status of Public Relations**

a. Wanda Hemeon, Informational Representative, provided the 9-1-1 newsletter.

#### **2.L.1 Status of Web Site**

a. Ms. Hemeon reported the web site is in the final drafting stage. Ms. Hemeon explained she has been researching other web sites to create a user friendly web site for the Bureau.

b. Mr. Brown explained that he has met with personnel who administer the state website, Webster, to determine what requirements are needed in creating a web site and the Bureau is waiting for the contents. Mr. Brown explained that once the information is provided the Technical Support staff will work with Wanda Hemeon to determine how the site should look and what links will be added.

12:35 p.m. Recess was called by Chairman Aiken

1:08 p.m. Meeting was called back to order by Chairman Aiken

1:27 p.m. Commissioner Wurm and Commissioner Violette left the meeting.

**2.M. Report from Technical Committee** (held at 1:30 p.m.)

a. Commissioner Bernard motioned to go into a non public session to discuss contract negotiation as allowed by RSA 91-A:3. Commissioner Linehan seconded the motion. Kelley Noel conducted a roll call vote of Commissioners present which unanimously approved going into an executive session. In addition to Commission members the following people remained in the meeting at the request of the Chairman.

1. Bruce G. Cheney, ENP, Executive Director
2. Peter A. DeNutte, ENP, Assistant Director

Kelley Noel was asked to return to conduct a roll call to conclude the executive session at 2:13 p.m. Commissioners voted unanimously to come out of non-public session and to have the record reflect that no decisions were made in non-public session.

2:14 p.m. Commissioner Violette returned

b. Commissioner Bernard motioned that the Technical Committee of the Enhanced 9-1-1 Commission recommends and moves that the Enhanced 9-1-1 Commission accept the bid for Customer Premise Equipment submitted by TDS Telecom/CML dated February 15, 2002 in the amount of \$1,077,418.40 as submitted in their response to the RFP BEC 2001-001. Commissioner Landry seconded this motion. Unanimously Approved.

c. Commissioner Bernard motioned that the State of New Hampshire Bureau of Emergency Communications operate and maintain the Enhanced 9-1-1 Data Base as set forth and described in the State of Hampshire Bureau of Emergency Communications request for proposal, NH BEC RFP-2001-001. Commissioner Linehan seconded this motion. Unanimously Approved.

Commissioner Violette requested that the record reflect that he did not participate in the discussions or vote on the CPE contract.

**3. Contractor's Report** (held at 1:08 p.m.)

a. Jesse Rowell, Verizon, introduced Jack Depeza, 9-1-1 Service Manager, who will be attending the Enhanced 9-1-1 Commission meetings in Mr. Rowell's place.

The Commission wished Mr. Rowell well and welcomed Jack Depeza. Jack Depeza gave an outline of his experience in working with 9-1-1 Services and explained what he is planning to improve at Verizon.

## **NEW BUSINESS**

### **4. Correspondence**

#### **4.A. Letter from North Country NH Emergency Medical Service Conference**

- a. Commissioners were provided with copies of this letter.

#### **4.B. Letters of Commendations**

- a. Commissioners were provided with copies of these commendations.

#### **4.C. Concord Fire Department Ride Along**

- a. Commissioners were provided with this letter.

### **5. New Business**

#### **5.A. Discussion on EMS QA-Memorandum of Agreement**

- a. Commissioner Wood advised that the NH EMS Medical Control Board is working on a pilot project to assist hospitals in handling ambulance diversion issues involving out-of-state ambulances. Part of the project also includes developing a hospital resources management tool regarding availability of specialized equipment, bed occupancies, etc. The Medical Control Board has submitted a written request for the Bureau's assistance with this project.

Motion by Commissioner Wood that the Bureau of Emergency Communications assist the NH EMS Medical Board in designing hospital diversion software to indicate availability of hospital resources with no cost to the NHBEC and to utilize NHBEC staff at the Director's discretion. Vice Chairman Linehan seconded the motion. Unanimously approved.



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**6. Adjournment**

- a. Vice-Chairman Linehan motioned to adjourn the Enhanced 9-1-1 Commission meeting. Commissioner Bailey seconded. Unanimously approved at 2:18 p.m.

The next scheduled commission meeting will be held on June 14, 2002 at the Department of Safety in Concord, NH.

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WILLIAM WOOD, SECRETARY  
ENHANCED 9-1-1 COMMISSION